



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

TDS Metrocom, LLC
for quarter ending September 30, 2011

| Out of Service More Than 24 Hours | July | September | September | Totals |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid | \$291.46 | \$235.95 | \$118.16 | \$645.57 |
| B. Number of credits issued for repairs - 24 - 48 hours | 17 | 13 | 11 | 41 |
| C. Number of credits issued for repairs - 48 - 72 hours | 12 | 7 | 5 | 24 |
| D. Number of credits issued for repairs - 72 - 96 hours | 3 | 2 | 2 | 7 |
| E. Number of credits issued for repairs - 96 - 120 hours | 1 | 1 | 2 | 4 |
| F. Number of credits issued for repairs > 120 hours | 4 | 2 | 1 | 7 |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |
| H. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

| Failure to Install Basic Local Exchange Service | July | September | September | Totals |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of installations after 5 business days | 0 | 0 | 0 | 0 |
| C. Number of installations after 10 business days | 0 | 0 | 0 | 0 |
| D. Number of installations after 11 business days | 0 | 0 | 0 | 0 |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |
| F. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

| Missed Appointments | July | September | September | Totals |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of customers receiving credits | 0 | 0 | 0 | 0 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |

Comments